### PROGRAM LEARNING OUTCOMES (PLOs)

Students graduating with an M.S. in Health Care Administration will be able to:

<table>
<thead>
<tr>
<th>PLO</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLO 1</td>
<td>Analyze and think critically about current and emerging issues in the health care system and the policy environment in which the system operates.</td>
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<tr>
<td>PLO 2</td>
<td>Communicate effectively with internal and external organizational stakeholders, both in written and oral form.</td>
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<td>PLO 3</td>
<td>Form collaborative relationships and interact appropriately with diverse client groups, workplace supervisors and colleagues, and other organizational stakeholders.</td>
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<td>PLO 4</td>
<td>Create effective and creative approaches for fostering teamwork and encouraging others to align their priorities with organizational excellence.</td>
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<td>PLO 6</td>
<td>Apply business principles to the health care environment, including financial management, human resource management, organizational dynamics and governance, strategic planning, information management, risk management, and quality improvement.</td>
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### Year 1: 2018-2019

1. **Which PLO(s) to assess**
   - PLOs 1-6
2. **Is it aligned to an ILO?**
   - Yes
3. **If yes, list ILO.**
   - Critical thinking: PLOs 1, 4, 5, 6; Communication: PLOs 2, 3, 4; Diversity: PLO 1, 3, 4, 5; Collaboration: PLOs 2, 3, 4; Sustainability: PLOs 5, 6
4. **Course name and number**
   - HCA 693 – Capstone Project
5. **SLO from course**
   - Analyze and think critically about current and emerging issues in the health care system and the policy environment in which the system operates. Communicate effectively with internal and external organizational stakeholders, both in written and oral form. Form collaborative relationships and interact appropriately with diverse client groups, workplace supervisors and colleagues, and other organizational stakeholders. Create effective and creative approaches for fostering teamwork and encouraging others to align their priorities with organizational excellence. Align personal and organizational conduct with ethical, legal, and professional standards. Apply business principles to the health care environment, including financial management, human resource management, organizational dynamics and governance, strategic planning, information management, risk management, and quality improvement.
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</tr>
</thead>
<tbody>
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<td><strong>7. Assessment Instrument</strong></td>
<td>Department rubrics</td>
</tr>
<tr>
<td><strong>8. How data will be reported</strong></td>
<td>Quantitative and qualitative</td>
</tr>
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<td><strong>11. Ways of closing the loop</strong></td>
<td>Make any needed changes to curriculum, pedagogy, PLOs, or course SLOs.</td>
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**Year 2: 2019-2020**

1. Which PLO(s) to assess  
   PLOs 1-6  
2. Is it aligned to an ILO?  
   Yes  
3. If yes, list ILO.  
   Critical thinking: PLOs 1, 4, 5, 6; Communication: PLOs 2, 3, 4; Diversity: PLO 1, 3, 4, 5; Collaboration: PLOs 2, 3, 4; Sustainability: PLOs 5, 6  
4. Course name and number  
   HCA 693 – Capstone Project  
5. SLO from course  
   Analyze and think critically about current and emerging issues in the health care system and the policy environment in which the system operates. Communicate effectively with internal and external organizational stakeholders, both in written and oral form. Form collaborative relationships and interact appropriately with diverse client groups, workplace supervisors and colleagues, and other organizational stakeholders. Create effective and creative approaches for fostering teamwork and encouraging others to align their priorities with organizational excellence. Align personal and organizational conduct with ethical, legal, and professional standards. Apply business principles to the health care environment, including financial management, human resource management, organizational dynamics and governance, strategic planning, information management, risk management, and quality improvement.  
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10. Time (which semester(s))  
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11. Ways of closing the loop  
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**Year 3: 2020-2021**

1. Which PLO(s) to assess  
   PLOs 1-6  
2. Is it aligned to an ILO?  
   Yes  
3. If yes, list ILO.  
   Critical thinking: PLOs 1, 4, 5, 6; Communication: PLOs 2, 3, 4; Diversity: PLO 1, 3, 4, 5; Collaboration: PLOs 2, 3, 4; Sustainability: PLOs 5, 6  
4. Course name and number  
   HCA 693 – Capstone Project
### 5. SLO from course

Analyze and think critically about current and emerging issues in the health care system and the policy environment in which the system operates. Communicate effectively with internal and external organizational stakeholders, both in written and oral form. Form collaborative relationships and interact appropriately with diverse client groups, workplace supervisors and colleagues, and other organizational stakeholders. Create effective and creative approaches for fostering teamwork and encouraging others to align their priorities with organizational excellence. Align personal and organizational conduct with ethical, legal, and professional standards. Apply business principles to the health care environment, including financial management, human resource management, organizational dynamics and governance, strategic planning, information management, risk management, and quality improvement.

### 6. Assessment activity

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### 7. Assessment Instrument

Department rubrics

### 8. How data will be reported

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**Year 4: 2021-2022**

1. **Which PLO(s) to assess**
   - PLOs 1-6

2. **Is it aligned to an ILO?**
   - Yes

3. **If yes, list ILO.**
   - Critical thinking: PLOs 1, 4, 5, 6; Communication: PLOs 2, 3, 4; Diversity: PLO 1, 3, 4, 5; Collaboration: PLOs 2, 3, 4; Sustainability: PLOs 5, 6

4. **Course name and number**
   - HCA 693 – Capstone Project

5. **SLO from course**
   - Analyze and think critically about current and emerging issues in the health care system and the policy environment in which the system operates. Communicate effectively with internal and external organizational stakeholders, both in written and oral form. Form collaborative relationships and interact appropriately with diverse client groups, workplace supervisors and colleagues, and other organizational stakeholders. Create effective and creative approaches for fostering teamwork and encouraging others to align their priorities with organizational excellence. Align personal and organizational conduct with ethical, legal, and professional standards. Apply business principles to the health care environment, including financial management, human resource management, organizational dynamics and governance, strategic planning, information management, risk management, and quality improvement.

6. **Assessment activity**
   - Secondary assessment of project report, external supervisor evaluation, PLO self-assessment

7. **Assessment Instrument**
   - Department rubrics

8. **How data will be reported**
   - Quantitative and qualitative

9. **Responsible person(s)**
   - Program coordinator

10. **Time (which semester(s))**
    - Fall and Spring

11. **Ways of closing the loop**
    - Make any needed changes to curriculum, pedagogy, PLOs, or course SLOs.

**Year 5: 2022-2023**

1. **Which PLO(s) to assess**
   - PLOs 1-6

2. **Is it aligned to an ILO?**
   - Yes

3. **If yes, list ILO.**
   - Critical thinking: PLOs 1, 4, 5, 6; Communication: PLOs 2, 3, 4; Diversity: PLO 1, 3, 4, 5; Collaboration: PLOs 2, 3, 4; Sustainability: PLOs 5, 6

4. **Course name and number**
   - HCA 693 – Capstone Project

5. **SLO from course**
   - Analyze and think critically about current and emerging issues in the health care system and the policy environment in which the system operates. Communicate effectively with internal and external organizational stakeholders, both in written and oral form. Form collaborative relationships and interact appropriately with diverse client groups, workplace supervisors and colleagues, and other organizational stakeholders. Create effective and creative approaches for fostering teamwork and encouraging others to align their priorities with organizational excellence. Align personal and organizational conduct with ethical, legal, and professional standards. Apply business principles to the health care environment, including financial management, human resource management, organizational dynamics and governance, strategic planning, information management, risk management, and quality improvement.

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